

COMPLAINTS / GRIEVANCE PROCEDURE

All complaints / grievances will be dealt with by the club committee, unless a member of the committee is involved with the complaint / grievance

Phase 1 (Official)

1. The complaint must be sent in writing/ email to the management committee, explaining all details within seven working days from the complaint incident. The fact that it is a formal complaint must be stated clearly.
2. The complaint is to be registered in the Complaints / Grievances & Disciplinary folder and brought to the committee's attention ASAP.

Club Committee must then ...

1. Explore possible resolutions
2. Reply within ten working days with details of the actions they propose to take including reasons for the decision.

N.B. It must be understood that the decision made in the management meeting is final and that any further reports of dissatisfaction will be treated as harassment, which can lead to disciplinary action.

BEHAVIOUR / DISCIPLINARY PROCEDURE

All Behaviour / Disciplinary action will be dealt with by the management committee.

Phase 1 – Warning

1. The party shall receive a written warning explaining in detail why the decision has been made, along with any supporting evidence. It must be made clear that they are receiving a warning and clearly outline any future disciplinary action.
2. A copy of the warning letter must be stored in the Complaints / Grievances & Disciplinary folder.

If the situation/ incident continues, management committee will decide if Phase 2 should be brought into action.

Phase 2 – Final Warning

1. The party shall receive a written final warning. The letter should explain in detail why the final warning has been issued and the consequences should the behaviour persist (club membership suspension or termination).
2. A copy of the final warning letter must be stored in the 'Complaints / Grievances & Disciplinary folder.

Phase 3 – Suspension / termination

1. The party will receive a final letter, with copies of Phase 1 and 2 letters, detailing their failure to comply with the codes of conduct. Details of the final decision will be stated with either club membership suspension or termination.
2. A copy of the Phase 3 letter must be stored in the 'Complaints / Grievances & Disciplinary folder.

Serious Offences

If an incident or situation is of a very serious nature, then the management committee can decide to bypass all phases and in 'sensitive' situations the Welfare Officer will contact relevant organisations to deal with the case.